

How to Log Into floridacentral's New Internet Banking

floridacentral Credit Union is excited to announce that on June 22, 2010, we will transition to our new Internet Banking system. Our new Internet Banking will have the same functionality as our current Internet Banking, but with a few extra features including, Additional Log In Security, the ability to move money from another financial institution to floridacentral and back, Mobile Banking, Secured Messaging to floridacentral, and much more!

Please read the following information and carefully complete the following steps.

- Depending on the information floridacentral currently has in our database, you may be asked to complete a few or all of the following fields. Some of the steps may be slightly out of order depending on your settings, please read the information in full before beginning the steps.
- While signing into your new Internet Banking, please keep in mind that your Call24 PIN is one recently mailed to you.
- **PLEASE NOTE: ALL USERS MUST REGISTER AS A NEW USER**
Please select '**ATTENTION ALL USERS - Click Here**' in the *Internet Banking Sign In* box located on our website's homepage. *Once you have completed the following steps after clicking 'ATTENTION ALL USERS - Click Here', you will log into your new Internet Banking as an existing user.*
- **Welcome screen** - Please complete the fields on the next page as follows:
 - **Random Code:** *In this box, type in the random combination of letters and/or numbers from the box above this field.*
 - **Account #:** *Type in your floridacentral account number (Six digits for existing floridacentral members or up to 9 digits for former SPMECU members). Regardless if you have changed your User ID in the existing Internet Banking, you will need to type your floridacentral account number in this field.*
 - **Call PIN:** *Type in your 4-digit Call24 PIN listed on the letter you received.*
 - **Press Enter**
- **New User Information screen** - Please complete the following fields:
 - **Last 4 Digits of SSN:** *Type in the last 4 digits of the PRIMARY MEMBER'S (first member listed on the account) Social Security Number.*
 - **Home Zip Code:** *Type in the zip code of the address listed on your floridacentral accounts.*
 - **Date of Birth:** *Type in the date of birth of the PRIMARY MEMBER'S (first member listed on the account) date of birth.*
- **Change Email Address screen:** *If you do not have an email address on file with floridacentral Credit Union, you will be prompted to add one. By providing your email address to floridacentral, we are able to contact you with important information about your Internet Banking and send periodic emails about different member-only promotions.*
 - **Email Address:** *Type in your email address.*
 - **Confirm Email Address:** *Re-enter the same email address as above.*
- **Change Password screen** – Please complete the following fields:
 - **PIN:** *Type in your original Call24 PIN.*
 - **New Password:** *Type in your new password.*

Read the rules for your new password.

- **Re-Enter New Password:** *Re-enter your new password.*
- **Press Submit**
- *Change User ID screen – Please complete the following field:*
 - **New User ID:** *Type in a personalized User ID*
It must be 5 to 25 letters and/or numbers, but cannot be your floridacentral account number.
- *Electronic Funds Transfers – Your Rights and Responsibilities screen:*
 - *Please carefully read this document and press ‘Accept’ to proceed.*
- *ID Check: Set up Challenge Security Questions screen:*
 - *You will be asked to select three questions and answer them. Please keep this information private and secure. Anytime you sign into a new or different computer for the first time, you will be prompted with your Security Questions and answers to ensure that your floridacentral information remains confidential and secure.*
- *Signup Complete screen:*
 - *Once you have completed setting up your Log In credentials, you are able to **Print Page** and/or **Continue** to your Internet Banking.*

Please keep in mind that on Tuesday, June 22, 2010, floridacentral will transition to its new Internet Banking and it will be unavailable after 2:00 pm. Internet Banking will resume operation no later than Wednesday, June 23, 2010. Please refer to our website’s homepage at www.floridacentralcu.com for step by step instructions on how to log into our new Internet Banking. If you have any questions, please feel free to contact a Member Service Representative by emailing info@floridacentralcu.com or calling (813) 879-3333 or (800) 528-3330.

Thank you.

